

**APPENDIX C**

**CATCHMENT AREA RESULTS**



## **SATISFACTION**



Table 1

**Satisfaction with Military or Civilian Health Care**  
**Beneficiaries Using Military or Civilian Care or Both<sup>1</sup> in Past 12 Months (43, 58)**  
**Average Satisfaction Scale Values<sup>2</sup> (51, 52, 66, 67) by Location (CACSMPLP) and Past Care<sup>3</sup>**  
**Region 4**

Satisfaction	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non-Catchment Area Beneficiaries		Overseas Beneficiaries		U. S. Health Care Region 4		Redstone Arsenal (0001)		Ft. McClellan (0002)		All Region 4 Area Beneficiaries			
									Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Overall (51 a, 66 a)	3.4 0.01	4.1 0.01	3.4 0.01	4.0 0.01	3.4 0.03	4.1 0.01	3.4 0.03	3.9 0.04	3.4 0.03	4.0 0.02	3.1 0.10	4.1 0.05	3.2 0.14	4.1 0.05	3.1 0.05	4.1 0.07	3.1 0.05	4.1 0.05
Willingness to recommend (51 b, 66 b)	3.2 0.01	4.0 0.01	3.2 0.01	4.0 0.01	3.3 0.03	4.0 0.01	3.1 0.03	3.9 0.04	3.3 0.03	4.0 0.02	2.9 0.09	4.1 0.05	3.0 0.15	4.0 0.05	3.0 0.07	4.0 0.05	3.0 0.07	4.0 0.05
Technical quality (52 l-s, 67 l-s)	3.2 0.01	3.8 0.01	3.2 0.01	3.8 0.01	3.2 0.02	3.8 0.01	3.1 0.02	3.7 0.04	3.2 0.03	3.8 0.02	3.1 0.08	3.9 0.05	3.0 0.13	3.8 0.06	3.1 0.06	3.1 0.06	3.9 0.05	3.1 0.05
Choice and continuity (52 bb, cc, 67 bb, cc)	2.3 0.01	3.6 0.01	2.4 0.01	3.6 0.01	2.4 0.03	3.6 0.02	2.2 0.03	3.5 0.05	2.3 0.03	3.6 0.03	2.2 0.10	3.7 0.08	2.0 0.10	3.4 0.08	2.2 0.08	3.2 0.07	3.8 0.07	3.8 0.07
Finances (52 ee, ff, 67 ee, ff)	2.9 0.01	3.2 0.01	3.0 0.01	3.1 0.01	2.7 0.04	3.2 0.02	3.1 0.04	3.1 0.06	2.7 0.04	3.1 0.03	2.4 0.12	3.3 0.08	2.6 0.11	2.9 0.10	2.7 0.09	2.7 0.09	3.2 0.08	3.2 0.08
Access to appointments (52 g-j, 67 g-j)	2.7 0.01	3.5 0.01	2.7 0.01	3.5 0.01	2.7 0.02	3.6 0.01	2.7 0.02	3.3 0.04	2.7 0.03	3.5 0.02	2.6 0.08	3.6 0.06	2.7 0.11	3.4 0.06	2.7 0.05	3.6 0.05	2.7 0.05	3.6 0.05
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.2 0.01	3.8 0.01	3.2 0.01	3.8 0.01	3.3 0.02	3.8 0.01	3.2 0.02	3.6 0.04	3.3 0.03	3.8 0.02	3.1 0.07	3.9 0.05	3.0 0.12	3.7 0.06	3.2 0.05	3.8 0.05	3.2 0.05	3.8 0.05
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.1 0.01	3.8 0.01	3.2 0.01	3.8 0.01	2.9 0.02	3.8 0.01	3.1 0.02	3.5 0.04	3.1 0.02	3.8 0.02	3.0 0.08	3.8 0.05	3.0 0.14	3.7 0.06	3.0 0.05	3.8 0.05	3.0 0.05	3.8 0.05
Total population (n)	3,808,455	3,957,815	2,634,606	2,080,909	845,282	1,736,762	328,568	140,144	264,827	316,391	12,335	18,230	9,599	8,781	16,630	15,056		

<sup>1</sup> For beneficiaries using both military and civilian care, their responses to military satisfaction questions are found under Mil Care, while their responses to civilian satisfaction questions are found under Civ Care

<sup>2</sup> Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

<sup>3</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 1 (continued)**

**Satisfaction with Military or Civilian Health Care**  
**Beneficiaries Using Military or Civilian Care or Both<sup>1</sup> in Past 12 Months (43, 58)**  
**Average Satisfaction Scale Values<sup>2</sup> (51, 52, 66, 67) by Location (CACSMPLP) and Past Care<sup>3</sup>**  
**Region 4**

Satisfaction	All Region 4 Area Beneficiaries																
	Maxwell AFB (0004)		NH Pensacola (0038)		Eglin AFB (0042)		Tyndall AFB (0043)		Keesler AFB (0073)		Columbus AFB (0074)		NH Millington (0107)		Out of catchment area (9904)		
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	
Overall (51 a, 66 a)	3.3 0.07	4.1 0.05	3.4 0.08	4.1 0.05	3.5 0.06	4.0 0.06	3.4 0.06	3.9 0.05	3.7 0.06	3.9 0.06	3.3 0.08	4.1 0.06	3.5 0.10	4.0 0.05	3.4 0.09	4.0 0.05	
Willingness to recommend (51 b, 66 b)	3.1 0.07	4.0 0.05	3.2 0.09	4.0 0.05	3.3 0.06	3.9 0.06	3.2 0.07	3.8 0.05	3.5 0.08	3.8 0.06	3.2 0.08	3.9 0.06	3.4 0.10	4.0 0.05	3.4 0.09	3.9 0.05	
Technical quality (52 l-s, 67 l-s)	3.2 0.06	3.9 0.06	3.3 0.08	3.9 0.05	3.3 0.05	3.8 0.06	3.2 0.06	3.7 0.06	3.4 0.07	3.8 0.06	3.2 0.06	3.8 0.06	3.2 0.09	3.7 0.06	3.2 0.09	3.8 0.04	
Choice and continuity (52 bb, cc, 67 bb, cc)	2.2 0.08	3.8 0.07	2.4 0.10	3.7 0.07	2.4 0.07	3.7 0.07	2.4 0.07	3.5 0.08	2.5 0.07	3.6 0.09	2.4 0.08	3.5 0.08	2.3 0.14	3.5 0.07	2.1 0.11	3.6 0.06	
Finances (52 ee, ff, 67 ee, ff)	2.8 0.09	3.2 0.08	2.9 0.10	3.1 0.08	2.7 0.09	3.0 0.08	2.7 0.08	3.0 0.08	3.1 0.09	3.0 0.10	2.8 0.09	2.9 0.09	2.6 0.09	3.1 0.17	2.5 0.08	3.1 0.12	3.1 0.06
Access to appointments (52 g-j, 67 g-j)	2.8 0.06	3.6 0.06	2.7 0.07	3.6 0.05	2.7 0.06	3.5 0.06	2.8 0.06	3.4 0.06	3.0 0.05	3.5 0.06	2.8 0.06	3.3 0.06	2.7 0.11	3.3 0.07	2.7 0.10	3.5 0.05	
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.2 0.06	3.9 0.05	3.2 0.08	3.8 0.05	3.3 0.05	3.9 0.06	3.3 0.06	3.7 0.06	3.5 0.06	3.8 0.06	3.2 0.06	3.7 0.06	3.2 0.11	3.7 0.06	3.2 0.09	3.8 0.05	
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.2 0.05	3.9 0.05	3.3 0.06	3.8 0.05	3.2 0.05	3.8 0.05	3.1 0.05	3.7 0.05	3.4 0.04	3.8 0.06	3.2 0.05	3.7 0.05	3.1 0.08	3.6 0.06	2.7 0.08	3.8 0.04	
Total population (n)	20,010	19,253	35,683	29,327	42,838	35,074	16,467	13,532	31,342	18,777	4,358	3,360	9,774	18,395	65,790	136,605	

<sup>1</sup> For beneficiaries using both military and civilian care, their responses to military satisfaction questions are found under Mil Care, while their responses to civilian satisfaction questions are found under Civ Care

<sup>2</sup> Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

<sup>3</sup> The bottom number of each cell is the standard error of the sample estimate

Table 2

**Satisfaction with Military and Civilian Health Care**  
**Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58)**  
**Average Satisfaction Scale Values<sup>1</sup> (51, 52, 66, 67) by Location (CACSMPLP) and Past Care<sup>2</sup>**

## Region 4

Satisfaction	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non-Catchment Area Beneficiaries		Overseas Beneficiaries		All Region 4 Area Beneficiaries								
									U. S. Health Care Region 4		Redstone Arsenal (0001)		Ft. McClellan (0002)		Ft. Rucker (0003)		
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care
Overall (51 a, 66 a)	3.3 0.01	4.0 0.01	3.3 0.01	4.0 0.01	3.3 0.03	4.0 0.02	3.3 0.05	3.9 0.05	3.3 0.04	4.0 0.03	3.0 0.12	4.0 0.08	3.1 0.09	4.0 0.06	2.9 0.09	4.1 0.06	
Willingness to recommend (51 b, 66 b)	3.2 0.01	3.9 0.01	3.2 0.02	3.9 0.01	3.2 0.03	3.9 0.02	3.1 0.05	3.8 0.05	3.2 0.04	3.9 0.03	2.8 0.12	3.9 0.08	2.9 0.10	4.0 0.06	2.8 0.08	3.9 0.06	
Technical quality (52 l-s, 67 l-s)	3.2 0.01	3.7 0.01	3.2 0.01	3.7 0.01	3.2 0.03	3.7 0.02	3.1 0.04	3.6 0.05	3.2 0.04	3.7 0.03	3.0 0.10	3.8 0.07	2.9 0.09	3.7 0.08	2.9 0.07	3.8 0.06	
Choice and continuity (52 bb, cc, 67 bb, cc)	2.3 0.02	3.5 0.01	2.3 0.02	3.5 0.02	2.3 0.04	3.5 0.03	2.2 0.05	3.4 0.07	2.2 0.04	3.4 0.04	2.1 0.12	3.4 0.12	2.1 0.11	3.3 0.11	2.1 0.09	3.6 0.09	
Finances (52 ee, ff, 67 ee, ff)	2.8 0.02	3.0 0.02	2.8 0.02	3.0 0.02	2.6 0.04	3.0 0.03	2.9 0.07	2.5 0.07	2.9 0.05	2.4 0.05	3.0 0.15	2.5 0.11	2.5 0.11	2.7 0.12	2.7 0.11	3.0 0.10	
Access to appointments (52 g-j, 67 g-j)	2.7 0.01	3.4 0.01	2.7 0.01	3.4 0.01	2.6 0.03	3.4 0.02	2.7 0.04	3.2 0.05	2.6 0.04	3.4 0.03	2.6 0.10	3.5 0.08	2.6 0.08	3.2 0.07	2.6 0.07	3.4 0.06	
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.2 0.01	3.7 0.01	3.2 0.01	3.7 0.01	3.2 0.03	3.7 0.02	3.1 0.04	3.5 0.05	3.2 0.04	3.7 0.03	3.1 0.09	3.8 0.08	3.0 0.08	3.6 0.08	3.0 0.07	3.7 0.07	
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.1 0.01	3.7 0.01	3.1 0.01	3.6 0.01	2.8 0.03	3.7 0.02	3.0 0.04	3.4 0.04	3.0 0.03	3.6 0.03	3.0 0.10	3.7 0.08	2.9 0.08	3.6 0.07	2.9 0.06	3.7 0.06	
Total population (n) <sup>3</sup>	2,027,879	2,027,879	1,296,382	1,296,382	623,701	623,701	107,796	107,796	159,200	159,200	9,227	9,227	6,096	6,096	10,573	10,573	

<sup>1</sup> Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>3</sup> Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

**Table 2 (continued)**

**Satisfaction with Military and Civilian Health Care**  
**Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58)**  
**Average Satisfaction Scale Values<sup>1</sup> (51, 52, 66, 67) by Location (CACSMPLP) and Past Care<sup>2</sup>**

**Region 4**

Satisfaction	All Region 4 Area Beneficiaries															
	Maxwell AFB (0004)		NH Pensacola (0038)		Eglin AFB (0042)		Tyndall AFB (0043)		Keesler AFB (0073)		Columbus AFB (0074)		NH Millington (0107)		Out of catchment area (9904)	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
Overall (51 a, 66 a)	3.2 0.10	4.0 0.08	3.4 0.10	4.1 0.06	3.3 0.10	3.9 0.07	3.4 0.09	3.8 0.07	3.6 0.09	3.8 0.08	3.2 0.11	4.1 0.07	3.5 0.12	4.0 0.09	3.4 0.11	3.9 0.07
Willingness to recommend (51 b, 66 b)	3.0 0.10	3.9 0.07	3.2 0.10	4.0 0.07	3.2 0.09	3.8 0.07	3.2 0.09	3.7 0.07	3.5 0.09	3.7 0.08	3.2 0.11	3.9 0.07	3.5 0.11	3.9 0.09	3.4 0.11	3.9 0.07
Technical quality (52 l-s, 67 l-s)	3.1 0.09	3.8 0.08	3.4 0.10	3.8 0.06	3.2 0.08	3.8 0.08	3.2 0.08	3.6 0.07	3.5 0.08	3.7 0.08	3.1 0.09	3.8 0.07	3.2 0.10	3.6 0.11	3.2 0.12	3.6 0.08
Choice and continuity (52 bb, cc, 67 bb, cc)	2.1 0.10	3.6 0.10	2.6 0.14	3.6 0.10	2.2 0.11	3.6 0.11	2.2 0.09	3.2 0.10	2.5 0.11	3.4 0.11	2.4 0.10	3.5 0.10	2.4 0.18	3.3 0.10	2.1 0.13	3.4 0.10
Finances (52 ee, ff, 67 ee, ff)	2.6 0.13	3.1 0.10	2.7 0.12	3.0 0.10	2.5 0.12	2.8 0.12	2.6 0.11	2.8 0.10	2.9 0.13	2.8 0.12	2.7 0.11	2.9 0.11	2.6 0.20	2.8 0.11	2.3 0.14	2.9 0.11
Access to appointments (52 g-j, 67 g-i)	2.7 0.09	3.5 0.08	2.8 0.09	3.5 0.06	2.4 0.09	3.4 0.09	2.6 0.08	3.2 0.07	2.8 0.09	3.3 0.07	2.8 0.08	3.3 0.07	2.6 0.12	3.2 0.13	2.6 0.13	3.4 0.08
Interpersonal concern (52 t-aa, dd, 67 t-aa, dd)	3.2 0.08	3.8 0.07	3.3 0.10	3.8 0.06	3.2 0.09	3.8 0.08	3.2 0.08	3.6 0.07	3.5 0.08	3.7 0.07	3.2 0.08	3.7 0.07	3.1 0.12	3.6 0.11	3.2 0.11	3.6 0.08
Access to system resources (52 a-f, k, gg, 67 a-f, k, gg)	3.2 0.07	3.8 0.06	3.3 0.08	3.7 0.06	3.1 0.07	3.6 0.07	3.0 0.07	3.5 0.06	3.3 0.07	3.6 0.07	3.1 0.07	3.7 0.07	3.1 0.09	3.4 0.12	2.6 0.12	3.6 0.09
Total population (n) <sup>3</sup>	11,905	11,905	18,761	18,761	19,969	19,969	9,320	9,320	12,920	12,920	2,646	2,646	7,924	7,924	49,858	49,858

<sup>1</sup> Average Satisfaction Scale values represent the arithmetic mean for responses to parts of questions 51, 52, 66 and 67, where the responses range in value from one for very dissatisfied (or poor) to five for very satisfied (or excellent)

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>3</sup> Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

Table 13

Reasons for Not Using a Military Treatment Facility for Most Care in the Past 12 Months (55, 56)

All Beneficiaries (55) and Beneficiaries Who Did Not Use a Military Treatment Facility for Most Care in the Past 12 Months (56)

Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>

## Region 4

Reasons for Not Using a Military Treatment Facility for Most Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non-Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 4 Area Beneficiaries			
					U. S. Health Care Region 4	Redstone Arsenal (0001)	Ft. McClellan (0002)	Ft. Rucker (0003)
Did not use a military facility for most care in past 12 months (55)	56.5 0.21	44.6 0.28	83.7 0.37	22.4 0.76	63.5 0.72	72.0 2.48	48.0 3.27	52.3 2.30
Never try to get care (56 a)	26.2 0.38	24.2 0.38	28.5 0.65	17.5 1.51	26.9 1.19	19.9 2.28	21.1 2.89	21.1 2.41
Did not need care (56 b)	11.8 0.28	13.0 0.32	10.2 0.45	19.9 1.66	9.9 0.73	9.8 1.55	10.2 2.46	8.9 1.69
Military facility too far away (56 c)	37.1 0.40	15.8 0.33	57.2 0.70	32.5 1.83	33.0 1.17	7.0 1.42	6.0 2.01	9.3 1.79
Too difficult to get an appointment (56 d)	26.8 0.36	34.1 0.41	20.5 0.59	16.6 1.40	29.8 1.11	34.1 2.72	31.7 3.12	28.4 2.73
Cannot see same provider (56 e)	15.8 0.29	20.9 0.37	11.2 0.45	11.4 1.40	15.5 0.85	21.2 2.35	21.3 2.81	23.1 2.55
Military facility used has been closed (56 f)	10.5 0.28	4.3 0.16	16.4 0.53	9.0 1.00	6.4 0.50	10.2 1.68	10.9 2.02	2.0 0.83
Services needed not available (56 g)	12.3 0.25	15.2 0.32	9.4 0.39	16.1 1.52	16.2 0.85	25.9 2.55	36.8 3.23	29.2 2.76
Get better care from civilian providers (56 h)	23.2 0.34	28.1 0.41	18.7 0.56	20.2 1.74	22.8 0.99	34.7 2.74	33.5 3.29	35.7 2.87
Not eligible for care in a military facility (56 i)	7.3 0.20	8.1 0.22	6.6 0.35	4.7 0.61	7.5 0.57	9.8 1.62	8.1 2.16	3.2 0.72
No appointment available for my type of beneficiary (56 j)	12.4 0.25	16.5 0.30	8.8 0.41	4.9 0.66	17.4 0.85	16.0 2.09	14.6 2.04	11.1 1.87
Difficult to find parking (56 k)	2.2 0.12	3.5 0.19	1.0 0.15	3.4 0.80	1.2 0.24	1.1 0.56	1.2 1.18	1.1 0.65
Some other reason (56 l)	16.8 0.29	21.1 0.38	12.3 0.45	26.7 1.83	15.6 0.89	19.0 2.43	15.3 2.59	18.6 2.33
Total population not using a military treatment facility for most care (n) <sup>2</sup>	3,519,454	1,655,911	1,773,788	89,756	287,387	16,705	6,336	11,963

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> The total population for row 1 is different from the total population for rows 2-13 because only those respondents who answer no to question 55 are included in rows 2-13

Table 13 (continued)

Reasons for Not Using a Military Treatment Facility for Most Care in the Past 12 Months (55, 56)

All Beneficiaries (55) and Beneficiaries Who Did Not Use a Military Treatment Facility for Most Care in the Past 12 Months (56)

Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>

Region 4

Reasons for Not Using a Military Treatment Facility for Most Care	All Region 4 Area Beneficiaries							
	Maxwell AFB (0004)	NH Pensacola (0038)	Eglin AFB (0042)	Tyndall AFB (0043)	Keesler AFB (0073)	Columbus AFB (0074)	NH Millington (0107)	Out of catchment area (9904)
Did not use a military facility for most care in past 12 months (55)	54.8 1.75	51.8 2.06	46.1 1.67	45.4 1.85	34.0 1.81	40.4 2.16	85.1 2.15	85.1 1.44
Never try to get care (56 a)	21.8 2.50	21.6 2.29	19.1 2.33	15.5 2.19	15.5 2.43	14.2 2.22	22.8 2.37	34.6 2.32
Did not need care (56 b)	9.4 1.81	18.6 2.52	11.1 1.98	13.2 2.17	11.9 2.32	16.5 2.73	7.7 1.59	7.8 1.31
Military facility too far away (56 c)	5.9 1.53	6.6 1.40	7.4 1.68	8.5 1.75	8.8 2.14	9.2 2.15	15.8 2.00	60.4 2.30
Too difficult to get an appointment (56 d)	45.2 3.05	30.6 2.58	49.5 2.95	39.1 3.07	48.8 3.47	27.0 3.08	15.1 1.99	22.7 2.05
Cannot see same provider (56 e)	19.5 2.43	25.1 2.44	20.6 2.47	17.5 2.46	20.0 2.83	17.8 2.61	10.4 1.70	10.5 1.51
Military facility used has been closed (56 f)	0.2 0.18	1.1 0.57	0.2 0.15	2.9 1.20	0.3 0.29	1.4 0.97	56.1 2.70	3.3 0.93
Services needed not available (56 g)	20.6 2.53	17.6 2.11	15.3 2.18	23.2 2.67	16.2 2.59	38.6 3.43	21.2 2.21	10.8 1.53
Get better care from civilian providers (56 h)	32.2 2.89	30.2 2.63	25.1 2.59	24.4 2.72	19.7 2.84	18.9 2.65	22.8 2.30	17.0 1.80
Not eligible for care in a military facility (56 i)	6.6 1.39	13.6 1.87	10.1 1.50	6.0 1.28	11.1 1.95	5.2 1.48	4.1 0.97	6.3 1.03
No appointment available for my type of beneficiary (56 j)	28.8 2.83	17.9 2.12	40.2 2.92	28.2 2.85	31.7 3.08	10.3 2.09	12.3 1.81	10.5 1.50
Difficult to find parking (56 k)	0.4 0.28	3.4 1.01	2.9 0.97	0.2 0.21	3.4 1.27	0.0 0.00	0.3 0.32	0.6 0.37
Some other reason (56 l)	22.2 2.61	24.3 2.46	14.2 2.09	19.4 2.65	17.9 2.85	16.5 2.63	7.8 1.41	13.3 1.65
Total population not using a military treatment facility for most care (n) <sup>2</sup>	15,726	26,745	29,140	10,112	13,592	2,219	18,819	136,032

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> The total population for row 1 is different from the total population for rows 2-13 because only those respondents who answer no to question 55 are included in rows 2-13

**Table 20****Satisfaction with CHAMPUS Benefits****Beneficiaries Who Used CHAMPUS in Past 12 Months (68)****Average Satisfaction Score<sup>1</sup> (69) by Location (CACSMPLP)<sup>2</sup>****Region 4**

Satisfaction with CHAMPUS Benefits	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 4 Area Beneficiaries			
					U. S. Health Care Region 4	Redstone Arsenal (0001)	Ft. McClellan (0002)	Ft. Rucker (0003)
Providers' willingness to submit claims (69 a)	3.7 0.02	3.8 0.02	3.7 0.03	3.7 0.08	3.7 0.05	3.5 0.12	3.6 0.11	3.8 0.09
Claims processing procedures (69 b)	3.2 0.02	3.2 0.02	3.1 0.03	3.4 0.09	3.2 0.05	3.0 0.13	3.1 0.15	3.4 0.10
Time to solve claim problems (69 c)	2.9 0.02	2.9 0.02	2.7 0.04	3.1 0.09	2.9 0.05	2.7 0.13	2.7 0.16	2.8 0.10
Time waiting for payment (69 d)	2.9 0.02	3.0 0.02	2.8 0.03	3.1 0.09	3.0 0.05	2.8 0.13	2.9 0.15	2.9 0.10
Amount of CHAMPUS deductible (69 e)	2.8 0.02	2.9 0.02	2.7 0.03	3.2 0.09	2.8 0.05	2.5 0.12	2.9 0.15	2.8 0.11
Amount of CHAMPUS copayment (69 f)	2.9 0.02	3.0 0.02	2.7 0.03	3.2 0.08	2.9 0.05	2.6 0.12	3.0 0.14	2.8 0.11
Coverage of services and procedures (69 g)	2.8 0.02	2.9 0.02	2.7 0.03	3.4 0.09	2.8 0.05	2.6 0.13	2.9 0.15	2.8 0.11
Total population who used CHAMPUS in past 12 months (n)	1,326,819	687,015	598,455	41,349	128,634	6,560	3,753	6,473

<sup>1</sup> These average scores represent the arithmetic means of all responses to each part of question 69 where the responses range in value from one for very dissatisfied to five for very satisfied<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 20 (continued)**

**Satisfaction with CHAMPUS Benefits**

**Beneficiaries Who Used CHAMPUS in Past 12 Months (68)**

**Average Satisfaction Score<sup>1</sup> (69) by Location (CACSMPLP)<sup>2</sup>**

**Region 4**

Satisfaction with CHAMPUS Benefits	All Region 4 Area Beneficiaries							
	Maxwell AFB (0004)	NH Pensacola (0038)	Eglin AFB (0042)	Tyndall AFB (0043)	Keesler AFB (0073)	Columbus AFB (0074)	NH Millington (0107)	Out of catchment area (9904)
Providers' willingness to submit claims (69 a)	3.8 0.11	3.8 0.09	3.7 0.11	3.6 0.11	3.7 0.14	3.7 0.12	3.6 0.13	3.7 0.09
Claims processing procedures (69 b)	3.3 0.12	3.1 0.11	3.0 0.11	3.3 0.10	3.2 0.15	3.0 0.15	3.0 0.14	3.3 0.09
Time to solve claim problems (69 c)	3.0 0.12	2.9 0.11	2.7 0.12	2.9 0.12	2.8 0.15	2.7 0.15	2.9 0.13	3.0 0.10
Time waiting for payment (69 d)	2.9 0.12	3.1 0.11	2.8 0.11	3.0 0.11	2.9 0.14	2.7 0.15	2.8 0.13	3.0 0.09
Amount of CHAMPUS deductible (69 e)	2.7 0.11	2.9 0.10	2.5 0.10	2.8 0.11	2.8 0.14	2.8 0.15	2.8 0.13	2.9 0.10
Amount of CHAMPUS copayment (69 f)	2.9 0.11	2.9 0.11	2.7 0.11	2.8 0.11	2.9 0.15	2.9 0.15	2.7 0.13	3.0 0.10
Coverage of services and procedures (69 g)	2.8 0.12	3.0 0.11	2.6 0.10	2.8 0.11	2.8 0.17	2.7 0.14	2.6 0.13	2.8 0.10
Total population who used CHAMPUS in past 12 months (n)	7,788	12,169	16,195	6,068	6,027	1,353	6,161	56,088

<sup>1</sup> These average scores represent the arithmetic means of all responses to each part of question 69 where the responses range in value from one for very dissatisfied to five for very satisfied

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

## **ACCESS TO CARE**



Table 30

## Access to Health Care

Percent of Beneficiaries Using Military or Civilian Care or Both<sup>1</sup> in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care<sup>2</sup>

## Region 4

Access Measures	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non- Catchment Area Beneficiaries		Overseas Beneficiaries		All Region 4 Area Beneficiaries							
									U. S. Health Care Region 4		Redstone Arsenal (0001)		Ft. McClellan (0002)		Ft. Rucker (0003)	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
1 - 2 phone calls for an appointment (47, 62)	35.6 0.36	60.5 0.39	38.1 0.43	60.5 0.43	26.8 0.80	61.6 0.71	37.6 1.11	44.2 1.74	35.8 1.08	60.3 1.18	37.7 3.27	62.9 2.78	34.8 4.04	64.2 3.23	40.4 3.01	60.1 2.67
Wait less than 30 minutes in a medical facility (48, 63)	67.5 0.42	83.3 0.31	66.8 0.48	85.3 0.31	71.7 1.07	81.7 0.58	65.5 1.23	73.9 1.53	70.2 1.22	75.8 1.08	70.5 3.71	83.1 2.11	74.2 3.87	72.2 3.10	61.1 3.13	81.1 2.16
Travel less than 30 minutes to a medical facility (49, 64)	75.4 0.37	86.1 0.29	80.7 0.36	87.6 0.27	47.9 1.11	84.5 0.56	84.0 0.89	83.9 1.24	70.0 1.28	83.9 0.93	75.4 3.44	85.4 2.07	85.0 3.21	79.8 2.67	73.9 2.65	80.9 2.17
Waiting time for an appointment																
Same day for appt. for urgent care (50, 65)	89.8 0.42	93.9 0.30	90.1 0.46	93.8 0.35	85.3 1.49	93.9 0.49	93.0 0.90	94.2 1.16	89.7 1.14	93.3 0.96	82.9 5.16	94.7 1.81	81.1 6.37	96.0 1.63	81.4 4.01	90.0 2.52
7 days or less for appt. for minor illness (50, 65)	93.3 0.24	97.1 0.17	93.4 0.26	97.0 0.18	91.8 0.84	97.2 0.29	94.2 0.58	97.3 0.85	92.2 0.86	97.4 0.47	88.2 3.14	96.7 1.18	95.2 1.97	94.3 2.07	88.4 2.16	96.0 1.31
30 days or less for appt. for routine/ preventive care (50, 65)	92.5 0.23	92.0 0.25	92.3 0.25	93.4 0.21	92.0 0.72	90.4 0.48	94.8 0.55	95.5 1.00	93.7 0.61	92.9 0.73	91.7 2.33	94.4 1.41	95.7 2.27	94.8 1.43	88.5 1.97	94.1 1.45
30 days or less for appt. for chronic or ongoing condition (50, 65)	91.0 0.32	94.7 0.25	90.9 0.36	95.4 0.21	89.8 1.00	93.8 0.47	94.1 0.90	96.5 0.99	92.2 1.02	94.8 0.72	91.7 2.78	93.2 1.79	99.2 0.58	97.4 1.09	90.6 2.17	97.1 0.97
Total population (n)	3,808,455	3,957,815	2,634,606	2,080,909	845,282	1,736,762	328,568	140,144	264,827	316,391	12,335	18,230	9,599	8,781	16,630	15,056

<sup>1</sup> For beneficiaries using both military and civilian care, their responses to military access questions are found under Mil Care, while their responses to civilian access questions are found under Civ Care<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 30 (continued)**

**Access to Health Care**  
**Percent of Beneficiaries Using Military or Civilian Care or Both<sup>1</sup> in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care<sup>2</sup>**

**Region 4**

Access Measures	All Region 4 Area Beneficiaries															
	Maxwell AFB (0004)		NH Pensacola (0038)		Eglin AFB (0042)		Tyndall AFB (0043)		Keesler AFB (0073)		Columbus AFB (0074)		NH Millington (0107)		Out of catchment area (9904)	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
1 - 2 phone calls for an appointment (47, 62)	41.0 2.71	59.7 2.73	33.6 3.12	61.1 2.83	43.6 2.71	67.0 2.67	44.0 2.68	62.3 2.69	41.2 2.90	60.2 3.07	44.5 2.97	63.2 3.03	33.6 3.82	62.4 2.75	23.0 2.79	57.4 2.41
Wait less than 30 minutes in a medical facility (48, 63)	77.6 2.61	77.2 2.40	58.5 3.83	86.5 1.88	74.7 2.61	84.5 2.10	83.5 2.29	79.3 2.36	71.6 2.86	81.9 2.51	82.6 2.42	71.4 2.86	57.7 6.26	68.6 2.61	68.9 4.28	70.1 2.24
Travel less than 30 minutes to a medical facility (49, 64)	83.9 2.21	86.5 1.97	79.9 2.60	88.8 1.70	80.0 2.18	79.7 2.29	76.4 2.50	87.7 1.91	76.4 3.59	87.6 2.14	84.9 2.12	79.7 2.54	72.9 4.23	87.4 1.76	30.8 3.87	82.9 1.91
Waiting time for an appointment																
Same day for appt. for urgent care (50, 65)	81.9 4.09	96.6 1.39	90.9 3.41	96.1 1.79	94.7 1.88	96.4 1.32	88.3 3.18	94.3 1.91	93.1 2.08	96.6 1.71	93.3 2.70	92.6 2.44	89.8 3.67	94.7 1.72	88.0 4.41	91.2 1.93
7 days or less for appt. for minor illness (50, 65)	94.9 1.64	99.9 0.07	94.9 1.69	96.6 1.22	95.2 1.36	97.9 1.11	88.7 2.18	97.6 1.19	92.7 1.66	96.1 1.63	95.9 1.31	96.3 1.59	98.8 0.86	96.9 1.23	85.5 4.28	97.6 0.88
30 days or less for appt. for routine/preventive care (50, 65)	92.6 1.81	95.4 1.37	95.3 1.53	92.2 1.59	92.7 1.67	96.7 0.97	92.5 1.66	90.5 2.00	94.3 1.33	91.7 2.00	96.1 1.18	91.5 1.99	98.1 1.07	93.4 1.51	94.8 1.96	91.7 1.50
30 days or less for appt. for chronic or ongoing condition (50, 65)	92.1 2.32	95.1 1.62	97.0 1.73	93.8 1.85	93.0 2.06	97.6 0.99	93.8 1.92	91.0 2.24	92.2 1.83	93.9 1.97	94.4 1.88	97.5 0.93	85.7 10.29	94.6 1.56	87.4 4.14	94.5 1.46
Total population (n)	20,010	19,253	35,683	29,327	42,838	35,074	16,467	13,532	31,342	18,777	4,358	3,360	9,774	18,395	65,790	136,605

<sup>1</sup> For beneficiaries using both military and civilian care, their responses to military access questions are found under Mil Care, while their responses to civilian access questions are found under Civ Care

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 31**

**Access to Health Care**

**Percent of Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care<sup>1</sup>**

**Region 4**

Access Measures	Total DoD Beneficiaries		U.S. Catchment Area Beneficiaries		U.S. Non- Catchment Area Beneficiaries		Overseas Beneficiaries		All Region 4 Area Beneficiaries								
									U. S. Health Care Region 4		Redstone Arsenal (0001)		Ft. McClellan (0002)		Ft. Rucker (0003)		
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care
1 - 2 phone calls for an appointment (47, 62)	30.2 0.46	56.5 0.52	33.3 0.53	57.1 0.58	22.9 0.92	57.3 1.14	33.4 1.87	43.5 2.02	29.6 1.33	57.9 1.54	34.2 3.84	64.5 3.88	34.3 4.10	61.3 4.08	34.7 3.27	60.8 3.23	
Wait less than 30 minutes in a medical facility (48, 63)	66.0 0.60	82.5 0.43	65.2 0.68	84.2 0.43	69.9 1.41	79.8 0.97	61.3 2.21	77.4 1.85	67.7 1.70	76.3 1.39	69.4 4.63	83.9 2.98	71.4 4.21	70.4 4.06	60.8 3.84	81.0 2.70	
Travel less than 30 minutes to a medical facility (49, 64)	67.0 0.58	84.8 0.40	74.9 0.55	85.8 0.39	41.2 1.36	82.7 0.95	75.4 1.89	85.3 1.26	62.7 1.79	83.2 1.18	76.2 3.90	81.9 3.34	82.4 4.06	75.9 3.58	66.8 3.62	80.1 2.68	
Waiting time for an appointment																	
Same day for appt. for urgent care (50, 65)	86.9 0.67	92.5 0.46	88.2 0.69	92.5 0.55	81.5 2.05	92.4 0.88	88.8 2.30	93.3 1.59	88.4 1.57	91.5 1.52	83.9 6.07	92.6 3.25	78.3 7.41	96.4 1.79	79.4 5.32	88.3 3.19	
7 days or less for appt. for minor illness (50, 65)	91.3 0.40	96.1 0.27	91.4 0.43	96.2 0.27	90.5 1.18	95.8 0.57	92.2 1.32	96.6 1.24	88.8 1.51	95.7 0.87	86.0 4.16	92.8 2.75	93.1 2.94	92.7 3.23	90.9 2.50	95.0 1.83	
30 days or less for appt. for routine/preventive care (50, 65)	90.8 0.37	93.8 0.30	90.3 0.42	94.7 0.26	91.4 0.95	91.9 0.73	93.5 1.17	96.1 1.08	92.7 0.90	95.3 0.70	90.0 3.12	93.4 2.36	94.0 3.35	94.4 1.91	87.9 2.71	96.3 1.48	
30 days or less for appt. for chronic or ongoing condition (50, 65)	89.6 0.47	95.5 0.28	89.3 0.52	95.6 0.28	89.3 1.25	95.2 0.65	94.0 1.52	97.0 1.33	89.0 1.67	95.3 0.81	89.8 3.64	93.1 2.76	98.9 0.84	97.5 1.23	87.4 3.15	96.3 1.34	
Total population (n) <sup>2</sup>	2,027,879	2,027,879	1,296,382	1,296,382	623,701	623,701	107,796	107,796	159,200	159,200	9,227	9,227	6,096	6,096	10,573	10,573	

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

**Table 31 (continued)**

**Access to Health Care  
Percent of Beneficiaries Using Both Military and Civilian Care in Past 12 Months (43, 58) by Location (CACSMPLP) and Past Care<sup>1</sup>**

**Region 4**

Access Measures	All Region 4 Area Beneficiaries															
	Maxwell AFB (0004)		NH Pensacola (0038)		Eglin AFB (0042)		Tyndall AFB (0043)		Keesler AFB (0073)		Columbus AFB (0074)		NH Millington (0107)		Out of catchment area (9904)	
	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care	Mil Care	Civ Care
1 - 2 phone calls for an appointment (47, 62)	36.7 3.48	54.8 3.51	29.8 3.71	59.3 3.73	34.6 3.67	67.6 3.56	36.3 3.39	58.0 3.42	30.0 3.59	57.2 3.83	42.5 3.70	65.2 3.49	33.4 4.44	67.6 4.07	19.9 3.19	50.4 3.96
Wait less than 30 minutes in a medical facility (48, 63)	76.5 3.71	73.9 3.21	61.0 4.77	84.8 2.52	67.3 4.36	86.9 2.64	85.4 2.89	76.3 3.11	69.3 4.22	83.9 2.96	81.9 3.11	72.3 3.30	48.2 7.10	69.3 4.05	65.9 5.58	68.1 3.68
Travel less than 30 minutes to a medical facility (49, 64)	78.3 3.50	83.3 2.86	75.2 4.04	86.8 2.37	72.9 3.91	76.0 3.36	68.5 3.77	86.8 2.48	75.1 3.78	85.1 2.91	79.3 3.14	76.9 3.11	69.1 5.16	84.6 3.00	24.5 4.37	85.4 2.97
Waiting time for an appointment																
Same day for appt. for urgent care (50, 65)	77.0 6.01	94.9 2.25	97.2 1.99	94.1 3.02	90.5 3.82	96.7 1.92	87.1 4.42	92.8 2.89	92.4 3.21	98.1 1.87	89.7 4.12	90.9 3.35	88.7 4.34	92.4 3.48	89.4 5.27	87.0 3.77
7 days or less for appt. for minor illness (50, 65)	92.3 3.16	99.9 0.12	92.3 2.77	94.5 2.10	90.4 3.15	97.1 1.79	85.2 3.55	96.0 1.96	86.5 3.27	95.3 2.39	94.4 2.02	94.8 2.24	98.3 1.17	95.4 2.41	82.3 6.17	95.6 1.98
30 days or less for appt. for routine/ preventive care (50, 65)	92.2 2.78	98.2 0.95	95.2 1.99	95.9 1.59	89.5 3.18	98.2 0.95	89.4 2.64	88.4 2.80	94.7 1.87	93.1 2.26	96.2 1.44	92.1 2.32	97.5 1.43	93.6 2.23	94.8 2.58	95.6 1.75
30 days or less for appt. for chronic or ongoing condition (50, 65)	88.0 3.75	95.5 2.04	97.0 2.10	93.4 2.46	89.1 3.61	97.0 1.65	90.9 3.08	92.1 2.58	89.9 3.01	94.8 2.13	95.1 2.05	98.8 0.62	83.5 12.31	93.8 2.38	83.5 5.53	96.0 1.99
Total population (n) <sup>2</sup>	11,905	11,905	18,761	18,761	19,969	19,969	9,320	9,320	12,920	12,920	2,646	2,646	7,924	7,924	49,858	49,858

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> Since these beneficiaries used both military and civilian care, the populations are equivalent for Mil Care and Civ Care

## **KNOWLEDGE OF TRICARE**



Table 43

## Knowledge of and Information Sources About TRICARE (70-72)

All Beneficiaries (70, 71) and Beneficiaries with a Little, Some, or a Great Deal of Knowledge About TRICARE (72)

Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>

Region 4

Knowledge and Information about TRICARE	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non-Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 4 Area Beneficiaries			
					U. S. Health Care Region 4	Redstone Arsenal (0001)	Ft. McClellan (0002)	Ft. Rucker (0003)
Have heard of TRICARE (70)	68.9 0.29	73.5 0.31	59.3 0.63	76.7 0.88	73.1 0.89	77.2 2.16	77.4 2.54	76.8 1.86
Level of knowledge (71)								
A great deal (71)	10.3 0.18	12.1 0.23	7.5 0.32	8.7 0.59	13.6 0.59	18.6 2.10	13.9 2.21	15.5 2.24
Something (71)	24.8 0.26	28.2 0.31	18.5 0.49	26.9 0.92	27.7 0.84	24.3 2.07	28.1 2.85	30.9 2.33
A little (71)	29.8 0.29	30.2 0.33	27.8 0.59	36.6 1.03	29.7 0.90	31.7 2.55	34.2 3.86	26.6 2.06
Nothing (71)	35.0 0.29	29.5 0.32	46.2 0.63	27.8 0.94	29.0 0.88	25.4 2.24	23.9 2.45	26.9 1.90
Information sources (72)								
Presentation (72 a)	33.6 0.33	37.7 0.40	21.7 0.64	42.4 1.21	35.1 0.98	30.0 2.68	41.9 3.95	41.4 3.04
Mailed information (72 b)	56.0 0.37	56.6 0.42	56.5 0.86	48.8 1.22	60.4 1.09	57.0 3.10	53.0 4.23	59.5 2.85
Military providers (72 c)	15.2 0.26	17.1 0.32	10.5 0.51	16.2 0.93	17.7 0.80	21.5 2.95	13.5 2.55	21.6 3.15
Civilian providers (72 d)	4.4 0.15	4.3 0.16	5.1 0.37	2.1 0.41	7.6 0.60	6.9 1.52	2.2 0.98	7.8 2.68
TRICARE information number (72 e)	16.2 0.28	17.1 0.33	16.0 0.62	8.2 0.67	20.8 0.95	20.2 2.85	17.9 2.86	14.7 1.92
Military base newspaper (72 f)	30.8 0.33	34.3 0.40	21.5 0.70	36.1 1.13	30.3 0.94	34.8 2.84	31.9 3.64	35.1 3.15
City, town, or regional newspaper (72 g)	7.1 0.17	8.6 0.21	4.2 0.37	3.9 0.45	13.7 0.61	14.1 2.14	7.7 1.64	4.7 1.06
Friends or neighbors (72 h)	25.2 0.31	29.4 0.39	16.8 0.61	20.6 0.96	30.1 0.95	28.9 2.77	23.6 3.09	36.0 3.13
Visited TRICARE Service Center (72 i)	20.3 0.28	24.0 0.35	13.5 0.53	13.3 0.82	22.2 0.85	27.1 2.55	37.2 3.92	32.1 3.19
Commercial radio or TV (72 j)	2.7 0.12	2.0 0.12	1.3 0.20	14.5 0.86	3.3 0.38	4.1 1.16	1.9 0.93	2.8 0.84
Some other way (72 k)	23.6 0.33	21.3 0.35	28.5 0.79	24.7 1.13	18.8 0.87	19.0 2.35	19.0 2.92	19.5 2.20
Total population that has a little, some, or a great deal of knowledge about TRICARE (n) <sup>2</sup>	3,947,405	2,557,871	1,107,815	281,719	315,315	16,984	10,018	16,164

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> The total population for rows 1-6 is different from the total population of rows 7-18 because only those respondents who know at least a little about TRICARE answer question 72

Table 43 (continued)

Knowledge of and Information Sources About TRICARE (70-72)

All Beneficiaries (70, 71) and Beneficiaries with a Little, Some, or a Great Deal of Knowledge About TRICARE (72)

Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>

Region 4

Knowledge and Information about TRICARE	All Region 4 Area Beneficiaries							
	Maxwell AFB (0004)	NH Pensacola (0038)	Eglin AFB (0042)	Tyndall AFB (0043)	Keesler AFB (0073)	Columbus AFB (0074)	NH Millington (0107)	Out of catchment area (9904)
Have heard of TRICARE (70)	80.3 1.63	79.2 2.26	85.7 1.50	80.7 1.67	78.1 1.64	74.5 2.04	69.2 2.26	61.6 2.10
Level of knowledge (71)								
A great deal (71)	15.6 1.66	13.9 1.64	17.7 1.67	16.2 1.68	18.3 1.73	14.9 2.15	14.5 2.36	8.9 1.15
Something (71)	32.0 2.08	32.1 2.43	34.3 2.09	37.8 2.19	31.7 2.16	27.1 2.31	22.2 2.16	21.2 1.85
A little (71)	30.5 2.12	28.7 2.20	29.8 2.03	28.1 2.06	30.7 3.15	30.3 2.39	31.5 2.40	29.4 2.06
Nothing (71)	21.9 1.70	25.3 2.27	18.2 1.56	17.9 1.51	19.3 2.83	27.7 2.03	31.8 2.20	40.6 2.11
Information sources (72)								
Presentation (72 a)	45.7 2.53	31.8 2.70	42.7 2.33	53.5 2.47	38.6 2.66	37.8 2.95	30.8 3.32	24.8 2.31
Mailed information (72 b)	59.9 2.51	54.2 2.86	65.2 2.33	57.4 2.52	62.3 2.74	62.7 2.99	54.3 3.33	62.8 2.83
Military providers (72 c)	22.3 2.11	19.8 2.38	21.4 2.02	21.8 2.13	22.3 2.32	22.9 2.66	12.3 1.94	11.2 1.78
Civilian providers (72 d)	6.7 1.33	9.1 1.69	10.4 1.47	8.6 1.43	3.7 0.95	6.5 1.53	6.9 1.55	7.7 1.52
TRICARE information number (72 e)	22.8 2.20	17.8 2.15	17.3 1.87	18.9 1.98	21.7 3.04	14.3 2.19	22.3 3.32	25.1 2.51
Military base newspaper (72 f)	44.4 2.57	32.2 2.66	43.6 2.44	33.4 2.43	36.0 2.67	33.5 2.98	29.4 2.87	14.5 2.14
City, town, or regional newspaper (72 g)	9.0 1.46	27.6 2.43	33.1 2.15	5.4 1.12	15.6 1.81	3.6 1.12	8.2 1.73	3.0 0.95
Friends or neighbors (72 h)	31.3 2.31	34.6 2.74	45.6 2.44	40.0 2.52	35.0 3.09	32.4 3.16	23.6 2.69	16.8 2.09
Visited TRICARE Service Center (72 i)	25.9 2.27	30.6 2.67	19.1 1.93	26.7 2.29	28.0 2.41	27.0 2.82	18.7 3.22	13.0 1.96
Commercial radio or TV (72 j)	1.3 0.59	5.6 1.28	4.7 1.03	1.6 0.61	4.8 1.10	2.2 0.89	1.4 0.56	2.2 0.89
Some other way (72 k)	14.9 1.81	19.5 2.33	15.4 1.81	17.9 1.99	16.8 2.00	17.7 2.39	21.9 2.70	21.7 2.34
Total population that has a little, some, or a great deal of knowledge about TRICARE (n) <sup>2</sup>	21,949	37,769	50,926	17,983	31,780	3,868	14,729	93,146

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> The total population for rows 1-6 is different from the total population of rows 7-18 because only those respondents who know at least a little about TRICARE answer question 72

**Table 52**  
**Attitudes about TRICARE Prime (73)**  
**Beneficiaries Who Know Something About TRICARE Prime (71)**  
**Percent of Beneficiaries by Location (CACSMPLP) Who Agree or Strongly Agree with the Selected Statements<sup>1</sup>**

Attitudes about TRICARE Prime	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	Region 4			
					U. S. Health Care Region 4	Redstone Arsenal (0001)	Ft. McClellan (0002)	Ft. Rucker (0003)
Have clear information about enrollment procedures (73 a)	41.8 0.37	45.9 0.43	31.6 0.80	43.6 1.24	46.5 1.13	46.3 3.14	45.2 4.28	47.8 3.19
TRICARE Prime will increase access to care (73 b)	26.4 0.34	29.4 0.40	19.4 0.68	25.5 1.11	26.8 1.01	24.8 2.69	35.5 4.95	26.5 2.76
Confused about costs (73 c)	39.9 0.39	38.0 0.43	43.8 0.91	42.1 1.26	37.1 1.15	37.9 3.09	38.5 4.86	33.7 2.81
Will have better preventive care (73 d)	19.5 0.30	21.1 0.36	16.0 0.63	18.6 0.99	20.9 0.92	15.3 2.24	29.0 5.20	17.9 2.18
TRICARE Prime will make it harder to see a specialist (73 e)	24.6 0.33	24.6 0.37	26.1 0.81	18.4 0.97	30.6 1.06	32.6 3.01	18.5 2.71	26.6 3.13
Can see the same doctor each visit (73 f)	32.4 0.36	33.7 0.42	29.0 0.80	34.5 1.21	33.0 1.08	25.3 2.72	24.9 3.38	24.9 2.45
Know what to do to make an appointment (73 g)	37.8 0.36	43.1 0.42	25.7 0.73	35.9 1.22	40.5 1.09	36.2 2.99	34.6 3.84	42.0 3.15
Will be easier to get phone advice (73 h)	18.1 0.29	20.6 0.37	12.9 0.57	15.2 0.85	17.8 0.86	14.5 2.17	18.3 3.05	22.7 3.12
Will use more of own money for health care (73 i)	32.0 0.36	33.2 0.40	31.3 0.86	23.9 1.04	33.9 1.06	42.0 3.16	32.7 3.65	33.9 2.84
Know how to use Health Care Finder (73 j)	24.5 0.32	26.2 0.38	21.9 0.72	18.7 1.00	28.5 1.02	25.7 2.76	29.1 3.63	26.5 2.55
Satisfied with prompt payment of bills from civilian providers (73 k)	18.3 0.30	17.7 0.33	21.9 0.75	10.3 0.85	19.2 0.89	22.8 2.60	19.5 2.93	15.7 2.07
Satisfied with choice of provider (73 l)	21.2 0.30	24.0 0.37	14.7 0.60	20.7 1.10	22.6 0.93	15.8 2.14	22.9 3.31	15.9 2.03
Quality of my health care has improved under TRICARE Prime (73 m)	10.0 0.23	11.1 0.29	7.8 0.45	8.3 0.73	10.2 0.71	8.1 1.66	9.7 2.52	7.6 1.50
Need more information (73 n)	54.9 0.38	52.1 0.43	59.5 0.88	63.1 1.21	49.6 1.16	50.1 3.26	51.1 4.42	46.8 3.10
Understand differences between Standard, Extra, and Prime (73 o)	36.5 0.36	39.8 0.42	30.0 0.81	31.7 1.15	44.1 1.13	39.7 3.09	39.3 4.06	49.8 3.14
Total population who knows something about TRICARE Prime (n)	3,947,405	2,557,871	1,107,815	281,719	315,315	16,984	10,018	16,164

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 52 (continued)**  
**Attitudes about TRICARE Prime (73)**  
**Beneficiaries Who Know Something About TRICARE Prime (71)**  
**Percent of Beneficiaries by Location (CACSMPLP) Who Agree or Strongly Agree with the Selected Statements<sup>1</sup>**

Region 4

Attitudes about TRICARE Prime	All Region 4 Area Beneficiaries							
	Maxwell AFB (0004)	NH Pensacola (0038)	Eglin AFB (0042)	Tyndall AFB (0043)	Keesler AFB (0073)	Columbus AFB (0074)	NH Millington (0107)	Out of catchment area (9904)
Have clear information about enrollment procedures (73 a)	53.5 2.66	42.4 2.93	51.8 2.53	56.1 2.60	56.4 2.94	51.7 3.27	45.8 3.54	38.0 2.93
TRICARE Prime will increase access to care (73 b)	28.7 2.46	25.1 2.68	31.4 2.39	28.0 2.41	39.7 3.16	23.9 2.73	17.4 2.51	20.6 2.44
Confused about costs (73 c)	36.6 2.56	41.4 2.95	38.2 2.51	28.9 2.38	35.3 3.22	39.7 3.22	34.2 3.21	37.6 3.00
Will have better preventive care (73 d)	20.2 2.17	20.7 2.54	23.3 2.18	21.8 2.21	30.1 2.49	23.2 2.74	13.5 2.30	18.1 2.28
TRICARE Prime will make it harder to see a specialist (73 e)	32.0 2.46	31.8 2.76	35.6 2.44	25.7 2.29	24.8 2.46	30.0 3.24	33.8 3.19	31.2 2.83
Can see the same doctor each visit (73 f)	30.9 2.49	34.8 2.79	37.4 2.47	30.9 2.46	34.1 2.74	35.6 3.26	35.8 3.62	33.4 2.86
Know what to do to make an appointment (73 g)	42.2 2.56	35.8 2.84	46.4 2.47	51.8 2.59	55.7 3.13	42.7 3.32	40.3 3.52	32.3 2.79
Will be easier to get phone advice (73 h)	19.0 2.12	9.0 1.64	22.1 2.13	18.5 2.07	25.8 2.50	16.9 2.44	13.3 3.17	16.1 2.23
Will use more of own money for health care (73 i)	32.6 2.49	37.0 2.79	35.4 2.39	38.1 2.57	35.8 2.74	36.6 3.14	42.0 3.64	27.6 2.73
Know how to use Health Care Finder (73 j)	32.5 2.47	24.3 2.48	26.9 2.29	32.4 2.50	31.0 2.67	27.2 3.13	36.0 3.64	28.3 2.70
Satisfied with prompt payment of bills from civilian providers (73 k)	18.8 2.08	16.7 2.09	18.1 1.94	20.0 2.10	17.1 2.09	19.2 2.40	18.3 2.56	21.5 2.44
Satisfied with choice of provider (73 l)	24.7 2.34	23.4 2.58	28.7 2.30	25.4 2.33	35.4 3.26	21.9 2.68	23.9 3.57	15.7 2.12
Quality of my health care has improved under TRICARE Prime (73 m)	9.9 1.67	8.6 1.69	11.4 1.69	9.8 1.60	21.5 3.23	7.5 1.64	11.9 3.30	7.2 1.49
Need more information (73 n)	49.4 2.67	51.8 2.97	42.1 2.55	42.4 2.61	44.2 3.17	50.9 3.31	46.8 3.52	56.6 3.01
Understand differences between Standard, Extra, and Prime (73 o)	48.5 2.67	42.7 2.93	49.7 2.52	50.4 2.65	46.6 3.03	47.7 3.31	47.0 3.57	37.9 2.94
Total population who knows something about TRICARE Prime (n)	21,949	37,769	50,926	17,983	31,780	3,868	14,729	93,146

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

## **USE OF PREVENTIVE CARE**



Table 61

Use of Preventive Care (11-16, 18, 20, 23-29, 32, 33)

Various Populations

Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>

## Region 4

Preventive Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 4 Area Beneficiaries			
					U. S. Health Care Region 4	Redstone Arsenal (0001)	Ft. McClellan (0002)	Ft. Rucker (0003)
Physical in past 12 months (11)	57.5 0.30	56.0 0.35	62.1 0.61	46.9 1.05	60.9 0.93	59.7 2.50	51.0 3.50	60.3 2.35
Blood pressure check within the past 2 years (12)	96.3 0.12	96.5 0.13	96.0 0.26	96.6 0.36	96.4 0.36	97.2 0.75	96.2 0.99	95.7 0.89
Cholesterol screening within the past 5 years (13)	80.5 0.24	78.9 0.29	84.6 0.45	73.9 0.90	82.7 0.70	81.6 1.82	75.6 3.91	84.1 1.67
Immunization or flu shot in past 12 months (14)	57.5 0.27	58.0 0.29	55.1 0.61	65.4 0.79	53.1 0.91	55.5 2.51	57.8 3.04	51.8 2.28
Advice on healthy living from health care provider in past 12 months (15)	56.2 0.31	54.5 0.35	60.3 0.62	49.2 1.04	57.8 0.94	60.5 2.45	51.2 3.53	57.8 2.35
Dental exam in past 12 months (16)	68.3 0.28	70.2 0.30	63.7 0.62	76.2 0.84	64.9 0.93	69.3 2.37	68.7 2.76	68.7 2.11
Smoking counseling in past 12 months (current smokers & quit in past year) (18, 20)	36.2 0.64	36.5 0.73	36.0 1.34	34.4 2.00	37.2 2.00	42.1 5.51	28.8 4.70	34.7 4.22
Pap smear in past 3 years (24)	87.5 0.29	89.2 0.27	84.2 0.69	89.9 0.80	87.6 0.90	89.5 2.14	84.4 2.67	90.8 1.70
Ever had a mammography, women age 40 to 49 (26)	90.3 0.65	91.5 0.61	88.4 1.58	87.6 1.84	93.0 1.64	97.5 2.50	89.8 4.79	93.5 3.58
Mammography in past 12 months, women age 50 or over (26)	66.4 0.59	67.7 0.56	65.6 1.12	45.3 2.72	62.5 1.83	65.8 4.11	54.3 5.12	72.7 3.73
Breast exam in past 12 months (27)	65.8 0.40	66.5 0.42	65.1 0.87	62.7 1.32	66.2 1.25	67.8 3.73	56.1 5.50	64.4 3.20
First trimester prenatal care (28, 29)	89.2 1.01	88.4 1.24	90.8 1.99	91.7 2.90	90.3 2.55	100.0 0.00	100.0 0.00	95.4 4.51
Prostate exam in past 2 years, men age 40 or over (23)	71.9 0.50	71.0 0.53	74.1 0.89	55.6 2.22	73.8 1.46	69.4 3.38	68.9 4.87	71.5 3.29
Total population (n) <sup>2</sup>	6,316,049	3,742,026	2,171,507	402,516	459,430	23,418	13,379	23,136

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> The population for rows 1-6, row 7, rows 8-11, row 12, and row 13 are all different. The population for rows 1-6 is all respondents; for row 7, current smokers plus those who quit smoking in past year; for rows 8 and 11, all women; for row 9, women aged 40-49; for row 10, women aged 50 and above; for row 12, all women who are pregnant or were pregnant in the past year; and for row 13, all men aged 40 and above.

**Table 61 (continued)****Use of Preventive Care (11-16, 18, 20, 23-29, 32, 33)****Various Populations****Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>****Region 4**

Preventive Care	All Region 4 Area Beneficiaries							
	Maxwell AFB (0004)	NH Pensacola (0038)	Eglin AFB (0042)	Tyndall AFB (0043)	Keesler AFB (0073)	Columbus AFB (0074)	NH Millington (0107)	Out of catchment area (9904)
Physical in past 12 months (11)	59.6 2.13	61.4 2.39	62.5 2.06	52.0 2.24	51.5 3.19	65.1 2.48	64.6 2.57	64.3 2.08
Blood pressure check within the past 2 years (12)	98.7 0.50	95.0 0.88	96.7 0.73	96.6 0.77	97.3 0.73	97.8 0.70	96.2 0.99	96.0 0.87
Cholesterol screening within the past 5 years (13)	84.7 1.59	77.4 2.00	79.7 1.77	80.8 1.77	77.8 2.98	84.8 1.81	84.4 2.30	87.0 1.43
Immunization or flu shot in past 12 months (14)	55.6 2.09	53.7 2.25	53.3 1.76	55.7 1.94	56.9 1.89	61.0 2.20	52.2 2.55	50.4 2.11
Advice on healthy living from health care provider in past 12 months (15)	59.1 2.16	53.1 2.48	53.0 2.16	57.5 2.23	53.5 3.22	59.7 2.48	59.1 2.61	61.9 2.10
Dental exam in past 12 months (16)	73.2 1.98	67.8 2.17	70.7 1.77	71.4 1.92	60.5 1.92	72.1 1.98	61.2 2.65	59.2 2.17
Smoking counseling in past 12 months (current smokers & quit in past year) (18, 20)	45.3 4.80	30.9 4.58	43.7 4.85	37.5 4.74	44.4 6.74	37.0 4.90	29.5 5.12	35.3 4.60
Pap smear in past 3 years (24)	89.7 1.92	85.8 2.20	90.7 1.65	89.3 1.88	90.9 1.68	87.1 2.32	86.5 2.36	84.8 2.30
Ever had a mammography, women age 40 to 49 (26)	92.4 4.18	86.7 5.78	95.7 3.03	91.6 4.07	82.7 6.42	89.3 5.70	93.2 4.62	94.8 3.55
Mammography in past 12 months, women age 50 or over (26)	74.2 4.09	57.5 4.04	69.4 3.85	62.5 4.39	67.6 3.96	65.5 4.56	61.1 4.52	57.6 4.10
Breast exam in past 12 months (27)	70.4 2.88	62.9 3.20	67.0 2.78	62.3 3.04	67.4 3.17	64.6 3.68	60.9 3.63	68.1 2.96
First trimester prenatal care (28, 29)	96.5 3.38	83.5 8.94	72.9 9.18	90.9 8.62	94.3 5.60	80.8 11.80	91.7 8.52	100.0 0.00
Prostate exam in past 2 years, men age 40 or over (23)	78.2 2.97	69.4 3.52	73.9 3.28	74.5 3.26	72.8 3.42	79.7 3.44	78.4 3.17	74.5 2.93
Total population (n) <sup>2</sup>	29,018	51,814	63,773	22,506	40,527	5,551	22,431	163,878

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> The population for rows 1-6, row 7, rows 8-11, row 12, and row 13 are all different. The population for rows 1-6 is all respondents; for row 7, current smokers plus those who quit smoking in past year; for rows 8 and 11, all women; for row 9, women aged 40-49; for row 10, women aged 50 and above; for row 12, all women who are pregnant or were pregnant in the past year; and for row 13, all men aged 40 and above.

## **USE OF CARE**



**Table 71**

**Use of Care in Past 12 Months (43, 45, 46, 58, 60, 61)  
Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

**Region 4**

Use of Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 4 Area Beneficiaries			
					U. S. Health Care Region 4	Redstone Arsenal (0001)	Ft. McClellan (0002)	Ft. Rucker (0003)
Any care from military sources (43)	60.8 0.27	70.7 0.29	39.6 0.60	81.7 0.80	58.1 0.89	52.9 2.52	71.9 2.68	72.2 2.14
Any care from civilian sources (58)	62.8 0.25	55.7 0.32	80.2 0.48	35.0 0.95	69.0 0.78	78.1 2.30	65.9 3.85	65.2 2.40
Any outpatient visits (46, 61)	71.7 0.28	73.9 0.31	66.9 0.61	76.3 0.89	71.5 0.89	73.6 2.52	77.8 2.45	73.9 2.13
Any nights in hospital (45, 60)	13.9 0.21	13.4 0.22	15.3 0.45	11.0 0.58	14.7 0.66	19.9 2.07	12.1 1.55	14.9 1.54
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	459,430	23,418	13,379	23,136

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 71 (continued)**

**Use of Care in Past 12 Months (43, 45, 46, 58, 60, 61)  
Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

**Region 4**

Use of Care	All Region 4 Area Beneficiaries							
	Maxwell AFB (0004)	NH Pensacola (0038)	Eglin AFB (0042)	Tyndall AFB (0043)	Keesler AFB (0073)	Columbus AFB (0074)	NH Millington (0107)	Out of catchment area (9904)
Any care from military sources (43)	69.5 1.97	69.0 2.12	67.7 1.86	73.4 1.82	77.8 2.85	78.7 1.92	44.4 2.60	40.6 2.10
Any care from civilian sources (58)	66.5 1.83	56.8 2.25	55.1 1.83	60.3 1.98	46.3 2.00	60.9 2.23	82.2 1.91	83.4 1.58
Any outpatient visits (46, 61)	78.7 1.78	73.4 2.14	72.6 1.90	71.3 1.99	75.6 2.94	72.8 2.16	70.6 2.30	67.0 2.07
Any nights in hospital (45, 60)	13.9 1.52	13.6 1.76	13.2 1.35	11.5 1.33	14.4 1.46	14.3 1.61	15.5 1.71	15.7 1.55
Total population (n)	29,018	51,814	63,773	22,506	40,527	5,551	22,431	163,878

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

## **SOURCE OF CARE**



**Table 80**

**Regular Source of Care (30, 31)**  
**All Beneficiaries (30) and Beneficiaries with a Regular Source of Care (31)**  
**Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

**Region 4**

Source of Care	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 4 Area Beneficiaries			
					U. S. Health Care Region 4	Redstone Arsenal (0001)	Ft. McClellan (0002)	Ft. Rucker (0003)
Have regular source (30)	90.5 0.19	90.3 0.23	91.6 0.35	85.8 0.77	90.3 0.62	93.0 1.16	85.1 4.03	91.7 1.21
Military hospital, clinic, or sick call (31)	45.3 0.23	57.9 0.29	16.9 0.40	83.1 0.69	40.3 0.77	35.4 2.73	58.5 2.71	54.6 2.37
Civilian doctor's office (31)	44.0 0.26	32.6 0.28	69.3 0.57	12.5 0.59	53.8 0.86	57.7 2.71	36.0 2.67	42.2 2.32
PRIMUS or NAVCARE clinic (31)	2.4 0.10	3.6 0.16	0.6 0.08	0.4 0.10	0.6 0.18	0.1 0.11	0.0 0.00	0.0 0.00
USTF (31)	0.9 0.06	0.6 0.04	1.6 0.17	0.2 0.09	0.2 0.08	0.7 0.60	0.1 0.07	0.6 0.38
Veterans' Administration clinic or hospital (31)	3.3 0.13	2.1 0.08	5.8 0.34	1.0 0.12	3.2 0.42	2.5 0.76	3.1 0.73	0.8 0.37
Some other type of place (31)	4.0 0.13	3.1 0.11	5.9 0.31	2.9 0.38	1.9 0.26	3.6 1.04	2.3 0.74	1.9 0.57
Total population who have a regular source of care (n) <sup>2</sup>	5,697,222	3,372,204	1,980,385	344,633	413,713	21,688	11,326	21,038

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

<sup>2</sup> The total population for row 1 is different from the total population for rows 2-7 because only those who answer yes to question 30 also answer question 31

**Table 80 (continued)**

Regular Source of Care (30, 31)

All Beneficiaries (30) and Beneficiaries with a Regular Source of Care (31)

Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**Region 4**

Source of Care	All Region 4 Area Beneficiaries							
	Maxwell AFB (0004)	NH Pensacola (0038)	Eglin AFB (0042)	Tyndall AFB (0043)	Keesler AFB (0073)	Columbus AFB (0074)	NH Millington (0107)	Out of catchment area (9904)
Have regular source (30)	93.1 1.14	89.3 1.66	89.6 1.37	90.8 1.33	87.7 1.20	91.9 1.41	89.0 1.57	90.9 1.25
Military hospital, clinic, or sick call (31)	49.6 1.98	53.3 2.20	58.7 1.88	65.4 1.88	72.5 1.83	71.6 1.98	13.6 1.65	15.6 1.55
Civilian doctor's office (31)	46.6 1.97	41.5 2.11	39.2 1.88	32.3 1.87	22.3 1.70	24.2 1.85	76.0 2.17	76.0 1.92
PRIMUS or NAVCARE clinic (31)	0.7 0.42	1.5 0.69	0.3 0.22	0.6 0.40	0.6 0.43	0.2 0.24	1.0 0.55	0.6 0.40
USTF (31)	0.3 0.26	0.0 0.00	0.0 0.00	0.0 0.00	0.2 0.18	0.2 0.24	0.0 0.00	0.2 0.18
Veterans' Administration clinic or hospital (31)	1.9 0.52	1.4 0.47	0.6 0.29	0.5 0.31	2.2 0.55	1.0 0.47	4.7 1.10	6.0 1.13
Some other type of place (31)	0.9 0.40	2.3 0.69	1.0 0.33	1.2 0.46	2.2 0.65	2.7 0.83	4.6 1.03	1.7 0.60
Total population who have a regular source of care (n) <sup>2</sup>	26,903	46,144	57,104	20,397	35,311	5,092	19,972	148,737

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate<sup>2</sup> The total population for row 1 is different from the total population for rows 2-7 because only those who answer yes to question 30 also answer question 31

## **BENEFICIARY CHARACTERISTICS**



Table 89								
Health Status	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 4 Area Beneficiaries			
					U. S. Health Care Region 4	Redstone Arsenal (0001)	Ft. McClellan (0002)	Ft. Rucker (0003)
Physical health summary (1-7)	48.0 0.06	48.7 0.06	46.1 0.15	51.3 0.16	46.9 0.22	45.5 0.59	47.8 0.67	46.8 0.48
Mental health summary (1-7)	52.4 0.06	52.4 0.06	52.6 0.12	51.3 0.20	52.9 0.17	52.9 0.40	53.8 0.39	53.0 0.45
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	459,430	23,418	13,379	23,136

<sup>1</sup> Standardized health summary scores based on SF-12 Physical and Mental Health Summary Scales and questions 1-7

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 89 (continued)**

**Average Health Status Score<sup>1</sup> (1-7) by Location (CACSMPLP)<sup>2</sup>**  
**Region 4**

Health Status	All Region 4 Area Beneficiaries							
	Maxwell AFB (0004)	NH Pensacola (0038)	Eglin AFB (0042)	Tyndall AFB (0043)	Keesler AFB (0073)	Columbus AFB (0074)	NH Millington (0107)	Out of catchment area (9904)
Physical health summary (1-7)	48.0 0.44	47.3 0.45	48.2 0.41	48.4 0.43	47.2 0.81	48.3 0.44	47.0 0.57	45.8 0.51
Mental health summary (1-7)	52.6 0.35	52.6 0.45	52.7 0.36	52.3 0.37	52.5 0.47	52.5 0.42	52.5 0.45	53.2 0.38
Total population (n)	29,018	51,814	63,773	22,506	40,527	5,551	22,431	163,878

<sup>1</sup> Standardized health summary scores based on SF-12 Physical and Mental Health Summary Scales and questions 1-7

<sup>2</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 96****Private Insurance Coverage (39-41)****Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>****Region 4**

Insurance Coverage	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 4 Area Beneficiaries			
					U. S. Health Care Region 4	Redstone Arsenal (0001)	Ft. McClellan (0002)	Ft. Rucker (0003)
Supplemental MEDICARE coverage (39)	11.8 0.14	9.3 0.10	17.9 0.35	2.2 0.24	15.7 0.42	15.3 1.13	9.6 0.98	12.2 0.73
Private insurance coverage (40)	38.4 0.27	33.4 0.27	51.4 0.63	15.0 0.66	40.7 0.90	57.0 2.47	37.8 2.91	41.3 2.17
Who pays for private insurance? (41)								
Self/family (41)	61.0 0.50	61.4 0.51	60.3 0.92	64.1 2.45	69.0 1.47	71.2 3.00	66.8 3.92	66.2 3.35
Employer (41)	34.4 0.48	34.0 0.48	35.1 0.88	32.0 2.36	29.1 1.42	34.7 2.94	29.6 3.73	28.4 3.04
Spouse's employer (41)	19.1 0.41	19.1 0.43	19.3 0.74	13.2 1.74	16.0 1.16	15.9 2.50	17.9 2.86	19.0 2.82
Other (41)	3.2 0.17	3.4 0.19	3.0 0.29	4.9 1.00	2.0 0.43	2.8 1.14	3.0 1.75	3.2 1.35
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	459,430	23,418	13,379	23,136

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 96 (continued)**

**Private Insurance Coverage (39-41)**

**Percent of Beneficiaries by Location (CACSMPLP)<sup>1</sup>**

**Region 4**

Insurance Coverage	All Region 4 Area Beneficiaries							
	Maxwell AFB (0004)	NH Pensacola (0038)	Eglin AFB (0042)	Tyndall AFB (0043)	Keesler AFB (0073)	Columbus AFB (0074)	NH Millington (0107)	Out of catchment area (9904)
Supplemental MEDICARE coverage (39)	12.8 0.89	14.5 0.77	12.8 0.77	12.9 0.69	12.4 0.79	12.5 0.80	17.1 1.08	20.0 1.04
Private insurance coverage (40)	40.9 2.00	32.1 1.92	26.1 1.68	31.4 1.87	32.1 1.81	36.7 2.00	54.0 2.53	48.7 2.14
Who pays for private insurance? (41)								
Self/family (41)	65.6 3.44	70.4 3.64	71.0 3.71	73.2 3.58	73.7 3.40	65.8 3.64	61.6 3.39	69.1 3.05
Employer (41)	40.8 3.53	23.3 3.02	22.7 3.41	31.6 3.69	23.2 3.17	32.0 3.57	31.4 3.06	29.4 2.97
Spouse's employer (41)	10.5 2.33	18.2 3.32	18.0 3.16	12.7 2.72	14.7 2.72	13.6 2.60	25.0 3.04	14.6 2.35
Other (41)	1.5 0.95	2.4 1.00	0.3 0.26	1.4 1.00	1.2 0.86	3.3 1.50	2.7 1.25	1.9 0.89
Total population (n)	29,018	51,814	63,773	22,506	40,527	5,551	22,431	163,878

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 104**

**Enrollment in TRICARE Prime (BGCSPMLP, 76, 79)  
Percent of Beneficiaries by Location (CACSPMLP)<sup>1</sup>**

**Region 4**

Enrollment in TRICARE Prime	Total DoD Beneficiaries	U.S. Catchment Area Beneficiaries	U.S. Non- Catchment Area Beneficiaries	Overseas Beneficiaries	All Region 4 Area Beneficiaries			
					U. S. Health Care Region 4	Redstone Arsenal (0001)	Ft. McClellan (0002)	Ft. Rucker (0003)
Enrolled with military Primary Care Manager (BGCSPMLP, 76, 79)	53.3 0.25	60.8 0.27	24.8 0.47	87.3 0.48	44.7 0.87	34.8 2.66	66.5 2.79	49.8 2.75
Enrolled with civilian Primary Care Manager (76, 79)	7.5 0.18	6.6 0.18	11.7 0.52	1.5 0.22	11.0 0.76	5.7 1.40	6.0 1.26	3.4 1.01
Not enrolled (76)	35.3 0.29	30.1 0.27	55.7 0.78	10.0 0.44	39.3 1.02	56.7 2.89	25.4 2.44	43.8 2.73
Unsure if enrolled (76)	3.8 0.16	2.6 0.10	7.8 0.53	1.2 0.14	5.0 0.62	2.8 1.01	2.2 0.78	3.0 0.98
Total population (n)	6,316,049	3,742,026	2,171,507	402,516	459,430	23,418	13,379	23,136

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate

**Table 104 (continued)**

**Enrollment in TRICARE Prime (BGCSPMLP, 76, 79)  
Percent of Beneficiaries by Location (CACSPMLP)<sup>1</sup>**

**Region 4**

Enrollment in TRICARE Prime	All Region 4 Area Beneficiaries							
	Maxwell AFB (0004)	NH Pensacola (0038)	Eglin AFB (0042)	Tyndall AFB (0043)	Keesler AFB (0073)	Columbus AFB (0074)	NH Millington (0107)	Out of catchment area (9904)
Enrolled with military Primary Care Manager (BGCSPMLP, 76, 79)	56.0 2.12	53.0 2.01	59.1 1.86	60.8 1.99	69.2 1.88	64.2 2.31	13.7 1.41	20.5 1.57
Enrolled with civilian Primary Care Manager (76, 79)	3.9 1.07	9.3 1.34	5.2 1.04	2.8 0.84	2.6 0.79	1.5 0.69	31.0 3.57	21.6 2.29
Not enrolled (76)	36.8 2.21	34.9 2.00	34.9 1.88	34.5 1.99	26.4 1.78	30.1 2.31	48.5 3.40	46.5 2.81
Unsure if enrolled (76)	3.4 1.04	2.8 0.77	0.8 0.48	1.9 0.66	1.8 0.64	4.1 1.13	6.8 1.77	11.4 2.02
Total population (n)	29,018	51,814	63,773	22,506	40,527	5,551	22,431	163,878

<sup>1</sup> The bottom number of each cell is the standard error of the sample estimate